

PROCESS ANALYSIS MATRIX

		Purpose							
Process Name	Customer	Goal	Objective	Business Rules	Boundaries	Activities Steps/Tasks	Inputs	Products / Outputs	Measurable Outcome{s}
The title of the process.	The person, end user, who personally uses the product to achieve the outcome.	How the process supports one or more of the directions of the system / process / program.	A concrete, measurable statement that describes what the process is trying to achieve in support of each goal.	A set of requirements / standards that defines or constrains some aspect of the process.	Events, actions, or states that initiate the first response / action in a process and that end the response / action.	The sequence of key activities / steps carried out in the process.	Information or tangible items needed for the process.	What is created / transformed by the process - are nouns, countable, deliverable, and specific.	The results that indicate the Goal / Objectives have been achieved.